

City of Louisville

Strategic Plan

The Strategic Plan is a road map for our organization, strengthening our organizational culture and serving as a communication tool for the community to understand the strategic vision and operating guidelines of the organization.

Vision

The City of Louisville - dedicated to providing a vibrant, healthy community with the best small town atmosphere.

Mission

Our commitment is to protect, preserve, and enhance the quality of life in our community.

Values

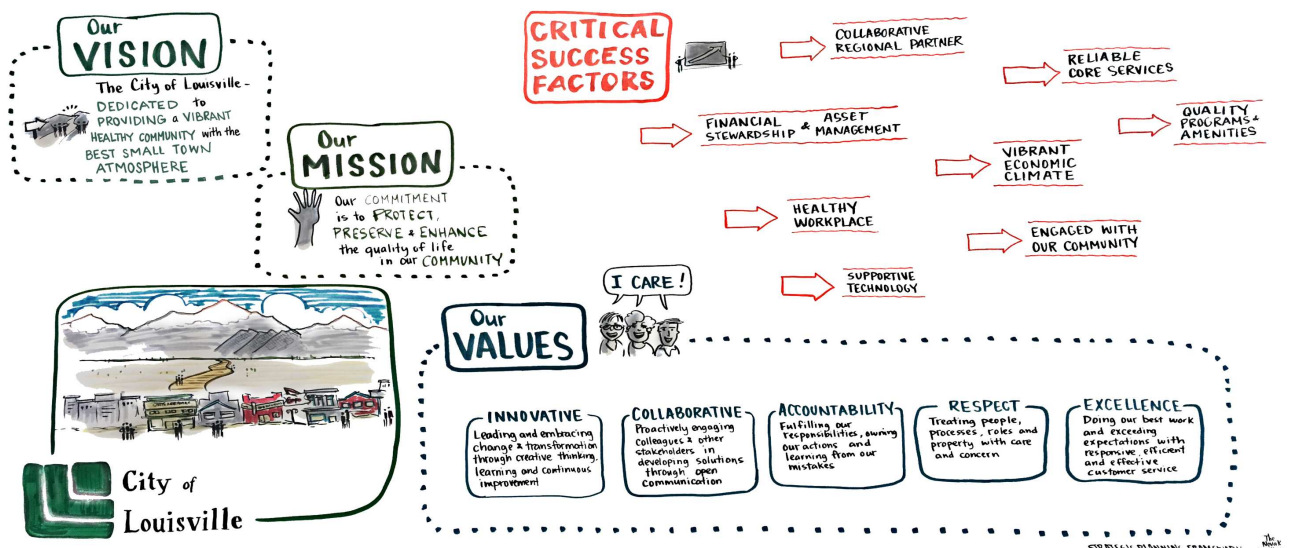
Innovation - Leading and embracing change and transformation through creative thinking, learning, and continuous improvement.

Collaboration - Proactively engaging colleagues and other stakeholders in developing solutions through open communications.

Accountability - Fulfilling our responsibilities, owning our actions, and learning from our mistakes.

Respect - Treating people, processes, roles, and property with care and concern.

Excellence - Doing our best work and exceeding expectations with responsive, efficient, and effective customer service.



Critical Success Factors

The Strategic Plan includes Priority Initiatives that capture the City's key priorities for 2019/2020 in each of the Critical Success Factor areas. The Priority Initiatives represent those projects or initiatives that are above and beyond our daily operations, which represent an increased level of service, have new or additional dedicated resources and funding, and help advance the City's vision. Status updates have been added to each Priority Initiative below.

Financial Stewardship & Asset Management

- Review and update fiscal policies - **complete**
- Review finances, fees, and budgets to ensure sound financial and fiscal sustainability for new Recreation Center Fund and Golf Fund - **complete**
- Continue implementation of City's new enterprise resource planning (ERP) system - **ongoing**

Reliable Core Services

- Complete Transportation Master Plan and implement key investments for transportation infrastructure - **complete**
- Complete infrastructure improvements outlined in Capital Improvement Plan - **ongoing**
- Increase efforts to improve the City's medians and landscaping infrastructure - **ongoing**
- Complete renovations at Police Department facility to expand City's Emergency Operations Center - **pending**

Vibrant Economic Climate

- Implement recommendations from McCaslin Area Market Study to support redevelopment within area - **complete**
- Develop plan to increase proactive retail recruitment for City of Louisville - **pending**

Quality Programs & Amenities

- Transition Recreation/Senior Center programming and services to reflect increased demand associated with newly expanded facility - **ongoing**
- Complete upgrades to two City playgrounds and infield improvements at Louisville Sports Complex - **pending**
- Increase natural resource management activities on City Open Space with new natural resources staff - **ongoing**
- Increase programming and hours at Louisville Historical Museum, and increase program marketing and outreach to grow attendance and participation in all City cultural events - **ongoing**

Engaged Community

- Further develop City's public information and involvement program through new staffing and resources - **ongoing**
- Increase transparency around City's budget, Strategic Plan, and budget program goals through dashboards and other reporting tools - **pending**
- Explore new technology and engagement tools to ensure accessible participation for entire community - **ongoing**

Healthy Workforce

- Leverage additional staffing and resources to develop organizational development and training program that will support our culture of continuous learning, succession planning, and leadership development - **ongoing**
- Develop workplace culture initiative that promotes organizational culture of I CARE - **ongoing**

Supportive Technology

- Develop plan for completion of City's middle-mile fiber network - **pending**
- Utilize additional staffing and resources to support data-driven decision-making by training staff to fully leverage technology systems by accessing available data - **ongoing**
- Implement and build upon existing technology applications and systems that will enhance City services - **ongoing**

Collaborative Regional Partner

- Work with regional partners to develop approaches to address transportation funding needs - **ongoing**
- Strengthen relationships with local schools and school district - **ongoing**
- Consider shared service opportunities with neighboring municipalities - **ongoing**